



Think F.A.S.T Academy Complaints Procedure

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1. Purpose

This procedure outlines how to raise and address complaints regarding the services provided by Think F.A.S.T Academy. We are committed to resolving issues promptly and fairly to ensure a positive experience for all.

2. Scope

This procedure applies to all students, parents, guardians, staff associated with Think F.A.S.T Academy. Anonymous complaints will be considered at the discretion of the academy. However, it may be more difficult to investigate or take action if contact details are not provided.

3. Definition of a Complaint

We would define a complaint as

'A complaint is an expression of dissatisfaction about the academy's action or lack of action, or about the standard of service provided by or on behalf of the academy.'

4. Steps for Raising a Complaint

Step 1: Informal Resolution

Talk to Us: We encourage you to discuss your concern informally with the person involved. Many issues can be resolved quickly and amicably at this stage.

Step 2: Formal Complaint

If the issue is not resolved informally, you may submit a formal complaint. Please see form.

Complaints can be submitted via:

Email: **info@thinkfast.academy**

Written Letter: Addressed to the Complaints Coordinator, **Think F.A.S.T Academy, Parr Sports Centre, St. Helens, Merseyside, WA9 2LH**

Online Form: Available on our website: <https://thinkfast.academy>

Step 3: Acknowledgment

You will receive an acknowledgment of your complaint within 5 working days. This acknowledgment will include information about the person handling your complaint and the expected timeline for resolution.

We will make reasonable adjustments to enable individuals with disabilities or language needs to access and complete the complaints process

Step 4: Investigation

The Complaints Coordinator will investigate the complaint, which may involve:

Gathering information from all parties involved

Reviewing relevant documentation

Conducting interviews if necessary Complainants may be accompanied or supported by a friend, relative, or advocate during any meetings.

Step 5: Response

You will receive a written response within 15 working days of your complaint acknowledgment. The response will include:

A summary of the investigation findings

Any actions taken or proposed

Information on how to escalate the complaint if you are not satisfied with the

outcome

We aim to resolve informal complaints within 10 working days wherever possible

5. Escalation

If you are not satisfied with the response to your formal complaint, you may escalate your complaint to the Academy Director. The request for escalation must be made within 10 working days of receiving the initial response. If the complainant remains dissatisfied, they may refer the matter to St Helens Local Authority. Any safeguarding issues will be handled in line with the academy's *Safeguarding Policy* and may be fast-tracked or referred externally (e.g., to Social Services or the LADO).

6. Final Review

The Academy Director will conduct a final review and respond within 15 working days. This response will be the final decision regarding your complaint.

7. Confidentiality

All complaints will be handled confidentially, and information will only be shared with those directly involved in the resolution process.

8. Monitoring and Review

We will keep a record of all complaints for monitoring and improvement purposes. This procedure will be reviewed bi-annually to ensure its effectiveness. Records of complaints will be retained securely for as long as required in accordance with data protection legislation.

9. Vexatious or Persistent Complaints

Think Fast Academy reserves the right to consider a complaint closed if it is deemed malicious, repetitious, or vexatious.

We are committed to learning from complaints and using feedback to improve the quality of our services.



Complaints Form

Name-

Contact information (including address and telephone number)

Date of the incident-

Specific details of your complaint-

Have you taken steps already taken to resolve the issue? Please Specify-

What is your desired outcome?

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Think F.A.S.T Academy,

Parr Sports Centre,

St. Helens,

Merseyside,

WA9 2LH

